

February 25, 2026

Dear Valued Customers,

This letter is to inform you that we will be updating our e-Ordering tool, **PETNET Direct**, on Saturday, February 28, 2026. The outage window will be from 1:30 P.M. to 4:30 P.M. EST.

We are pleased to announce the following new features for ordering specialty products:

- Streamlined ordering form
- Order multiple doses for the same date
- Order from both the primary and secondary pharmacy (if applicable) for the same date
- View available calibration times from primary and secondary pharmacies (if applicable)
- Select a reason code for dose cancellations
- View Programs (340B) on the main dashboard
- Switch to another customer number on the order entry page

Please Note: The session expiration time for PND is 30 minutes. To avoid time-outs, please be sure to submit your dose orders promptly and do not share the same username and password between staff members.

When resetting your password, the reset link will now remain active for 3 hours.

For your convenience, we have also provided a link to a video tutorial that guides you through all updates and enhancements.

https://mipetsource-public.s3.amazonaws.com/media/petnet_direct_3.10.mp4

If you have any questions or would like an overview of these enhancements, please contact our Customer Care Team at 1-877-473-8638 or via email at customercare@petnetsolutions.com.

We appreciate your continued choice of Siemens Healthineers Radiopharma (PETNET) for your positron radiopharmaceutical needs.

Sincerely,



Debbie Gibbons
Vice President, Sales U.S.
Siemens Medical Solutions USA, Inc.
Molecular Imaging
Radiopharma